



The HHSA Connection

JUNE 2004

SAFE, HEALTHY AND THRIVING COMMUNITIES

Do Your Kids a Lifelong Favor

Start Them on Healthy Habits Now

Childhood obesity has climbed to epidemic proportions. Nearly 40 percent of American children and teens carry too much fat. And no wonder - they're following the example set by the 2 out of 3 adults who are overweight.

Our children sit in front of a computer or television on too many beautiful southern California days. Plus, in today's hectic society, kids eat snack foods and meals that provide little or no nutritional value.

We all want the best for our kids. Even with limited time, you can start changing habits. Here are some tips taken from the *Children and Weight: What Families Can Do* flyer, developed by the Coalition on Children



and Weight San Diego. For more information, including a Body Mass Index calculator to determine if your child is overweight, go to www.ccwsd.net.

1. Love and Accept Your Child

- ★ Give your child love, attention, praise, support, and respect.
- ★ Comfort with love instead of food.
- ★ Plan time to talk to your child every day.

2. Enjoy Regular Meals as a Family

- ★ Turn off the TV during mealtimes.
- ★ Serve small amounts; let your child ask for more.
- ★ Serve water or low fat milk. Whole milk should only be served to children under the age of 2.

3. Get the Whole Family Moving

- ★ Plan exercise or active play each day.
- ★ Go to parks, rec centers, playgrounds.
- ★ Limit TV watching/video games to 1-2 hours a day.

CLASSY CLASSIFICATIONS: ADMINISTRATIVE ANALYST III

Applications are Her Business

Matchmaker of an IT Sort

If you're looking for a new software application to help your department do its job better, chances are you'll work with Rachel Darwin.

Darwin, special projects coordinator for applications in Information Technology, matches departments with the software that meets their needs.

"I like knowing what's out there and what would work for people, giving them an evaluation and helping them implement something," she says. "I like details."

She also monitors one of the Agency's Quality First goals - reduce application maintenance costs by 10 percent. To that end, she checks regularly with departments to see if they have old applications that need to be retired.

Darwin started in Social Services 19 years ago as an intermediate account clerk. In her free time she indulges in a glamorous hobby - acting as an extra in San Diego Opera productions. So far she has appeared in "Madame Butterfly" and "Don Carlo."



Darwin helps people find the software they need.

A Message from Director Jean Shepard

It is with great pride that I have accepted the position of Director of the San Diego County Health and Human Services Agency. As many of you know, I have been with the County for many years, the vast majority of that time in the health and social services arenas. While we face some difficult times, I am excited for the future of our Agency.

I believe strongly in our Vision of "Safe, Healthy and Thriving Communities." We will continue to focus on our Strategic Initiatives including "Kids, Communities and Operational Excellence." We can look forward to a number of exciting initiatives in the upcoming year, such as Behavioral Health Integration, a community health assessment, child welfare services redesign, expanding intergenerational activities, long-term care integration, implementing the 211 system, and continuing efforts on CalWIN. I am developing a Five Year Plan for the Agency, which I will be sharing with you shortly.

I also want to express my thanks and appreciation for the support and many kind words as I have taken on the leadership of the Agency. You are truly a remarkable and dedicated group of people that it is my privilege to work with.



Jean Shepard

North Coastal/Inland Regions

Sweet Dreams are Made of This

North County Conference Gives Low Income Residents a Chance at a Dream

Employment, transportation, childcare, housing and financial literacy all present major barriers to those who are striving to become self-sufficient in today's tough economy. Help is available, however, thanks to an innovative collaboration between HHSA North Coastal/Inland regions, the City of Oceanside's Neighborhood and Housing Services, North County Lifeline, ACS State and Local Solutions, MiraCosta College, and Palomar College.

On Saturday, April 17, about 200 CalWORKs participants, Extended Opportunity Programs and Services students (educationally and socially disadvantaged students) and low-income individuals attended a free conference, *The Possible Dream: Making the Most of Your Future*. Held on MiraCosta's Oceanside campus, the goal of this second annual event was to assist attendees in expanding their skills and obtaining resources to provide the best for their family.

The event featured keynote speaker Cecelia Blanks, a college professor and former welfare recipient and Larry Burns, trainer, author and counselor. Skill building workshops and resources centered on family, health, money and work were offered by numerous organizations. The Women's Resource Center presented a fashion show featuring low-cost business attire from their thrift store.

The summit was the result of collaborative efforts of the HHSA Self-Sufficiency Strategic Planning Committee in North County, which engages County staff and community partners in addressing barriers to self-sufficiency.



HHSA North Coastal Employment Services staff Ida Bruce (L) and Joyce Andreasen (R) at resource fair



HHSA North Coastal Regional staff and volunteers assist with registration set-up

Central/North Central Regions

New Members of the Community

Neighborhood Clinic Works for Everyone

When the *Price Charities City Heights Health Clinic* opened, Central Region was presented with a wonderful opportunity to place staff right in the community where the clients live. This benefits both our agency and our community by putting people and services close together.

In late January, Northeast Family Resource Center and the Public Health Center relocated a full-time Medi-Cal Human Services Specialist (HSS), five Public Health Nurses (PHNs), and a Social Worker Aide. In addition to these experts, the center has a computer offering handy access to the Agency's mainframe. Nurses, with increased access to the HSS, can more readily resolve Medi-Cal issues. Plus, doctors and nurses from *Children's Hospital Urgent*

Care, staff from *La Maestra Dental Clinic* and *Mid-City Pediatrics* are also housed at the Clinic, providing greater access to the pediatricians at the Mid-City Clinic, and easier PHN referrals from the Children's Urgent Care.

At the clinic, experts answer questions and interview applicants to determine Medi-Cal eligibility for walk-in clients or those referred by La Maestra perinatal clinic and the Mid-City Clinic. Parents of uninsured children treated at the clinic get mail-in Medi-Cal applications. The clinic also provides referrals to resources that deal with teen runaways, family problems and housing issues.

Besides the convenience of the location, the clinic provides a comfortable environment for the individuals and families who come through the doors.

Staff have now had time to settle into the new location. They have a new sense of being part of a professional team focused on improving the health and lives of the families living in the neighborhood.

Gift of Health

It May Not be a Gameboy®, But it's What Children Need

The County of San Diego and the Health and Human Services Agency (HHSA) have a commitment to ensuring children have access to health care. HHSA staff actively participate in the Community Health Improvement Partners (CHIP) collaboration.

CHIP has developed the Gift of Health (GOH) program to help pay health insurance premiums for medically and financially needy children. The program has two components: identifying/selecting eligible children, and secondly, establishing a pool of funds through fundraisers and donations to pay the premiums.

The San Diego Kids Health Assurance Network (SD-KHAN) Public Health Services program is identifying needy chil-

dren for the GOH program through its county-wide access to care phoneline on a pilot basis. To date, eight children have been chosen by GOH as premium recipients for one year. After the pilot, GOH will expand identification of potentially eligible children through schools, clinics, and agencies.

During *Cover the Uninsured Week* (May 10 - 16), CHIP joined with the Mission Valley Cold Stone Creamery to raise funds for their GOH program. Flyers were disseminated throughout San Diego and 25% of sales to people with fliers will be donated to GOH. This fundraiser illustrates how public agencies and private businesses can collaborate to address the public health problem of the uninsured.

For information about GOH contact: Rhonda Freeman at SD-KHAN, (619) 542-4039.



Dr. Wilma Wooten, Deputy Public Health Officer, is one of nine women chosen as *Women of Distinction* at the recent 39th annual *Women Incorporated* luncheon. The award recognizes contributions made through volunteer work.

Protecting Kids' Lungs

"Stop Whooping Cough" Event Held

In recent years, pertussis (whooping cough) cases have reached their highest levels in decades. To educate people about the importance of infant and toddler immunizations, local public and private health organizations held a *Stop Whooping Cough* event on April 28, during National Infant Immunization Week (April 25-May 1).

"Whooping cough often makes infants so ill they need hospitalization just to breathe," said First District Supervisor **Greg Cox**. "There's a financial toll, too: in 2002 pertussis cost our County almost \$1 million for hospitalization alone. Timely immunizations are a simple and effective way to reduce the occurrence of all vaccine-preventable diseases,

keeping kids healthy and in school."

The event was celebrated in conjunction with a similar event held in Tijuana to highlight the importance of cross-border teamwork in protecting children from vaccine-preventable diseases. Pertussis is spread person-to-person through coughing and close contact, and is especially dangerous for young infants. Parents can protect their infants and toddlers from pertussis and other serious childhood diseases by making sure their children get all of their shots on time. Parents need to call their child's doctor and have the child's shot record checked for missing shots. Parents can also call the Baby Shots Line at (619) 692-6600 during business hours to review the child's shot record and get a referral to a local clinic.

Aging & Independence Services

Senior Champions

Ombuds-what? A Name Worth Knowing

The Long Term Care Ombudsman program recently recognized its volunteers for their commitment to advocating for residents of nursing homes, board and care homes and other facilities in the county.

The volunteers altogether average 600 hours of service each month.

These volunteers investigate abuse and neglect allegations, plus other complaints from residents and their families. Last year 2,430 cases were opened. They also witness the signing of advance directives, and participate in resident/family council meetings.

They are a dedicated bunch. Among those attending the recognition luncheon last month were Fran Nash, who has been an Ombudsman for 21 years, and Sid Selzer, who is just behind her at 20 years.

The volunteer efforts of this team can make a significant difference in the lives of people in facilities, many of whom have no other visitors. These folks are not just friendly faces, but people who can take action.

During one visit last year, an Ombudsman volunteer was talking with a resident who disclosed that



(From left to right) Joseph Rodriguez, state Long Term Care Ombudsman; Sharon Cordice, local Ombudsman coordinator; Fran Nash, volunteer for 21 years; Sid Selzer, volunteer for 20 years; and Chuck Matthews, an AIS division chief, at the recognition luncheon held on April 14.

she had been molested by a male certified nurse's assistant and had not told anyone. Initially, the resident did not want any action taken, but eventually gave the Ombudsman permission to investigate. The facility administrator, state licensing and the police were all notified. A few weeks ago, the perpetrator pled guilty and will be sentenced to jail.

If you would like to be an Ombudsman volunteer, call (858) 560-2507 or (800) 640-4661.

Child Welfare Services

Tackling Child Abuse Together

It Takes a Village to Raise a Child, and a Lot of Planning and Cooperation

Child Welfare Services and the Commission on Children, Youth and Families have recently completed a two-year planning process, resulting in a Request for Proposals for the new Community Services for Families (CSF).

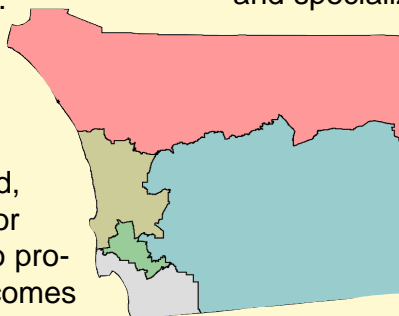
Beginning July 1, 2004, CSF will provide a continuum of child abuse prevention services through community-based collaboratives that are composed of non-profits and other partners, such as: law enforcement, schools, faith communities and mental health and drug abuse treatment providers.

Throughout the services planning process, community input was gathered, including holding three *Industry Days* for community entities interested in CSF to provide input regarding the goals and outcomes

and receive information about the focus for the new services.

To avoid duplication of services and maximize the available resources, funding from many sources has been blended in CSF. As gaps in services are identified, the County will work with the CSF providers to identify new funding sources and/or more creative use of available funds.

The CSF goals and outcomes will support the County's Strategic Initiatives and Child Welfare Services in successfully meeting the new State outcomes. Services include support for foster families and specialized services to meet the needs of families. All County residents are eligible to receive these services, but each of the six HHSA regions have identified target neighborhoods where more intensive services will be provided. Regions have also provided information regarding how the CSF programs can support the regional initiatives and priorities.



Mental Health

Innovative Program Translates Rehabilitation into Lives in Recovery

**As TMAP Leads the Nation, so SanD/MAP
Leads the County and State!**

San Diego County, by recognizing and adopting a good idea, is, in turn, serving as an inspiration for the others. It all started in Texas, also a border state.

Recognized by President Bush's New Freedom Commission on Mental Health, the Texas Medication Algorithm Program (TMAP) is a quality improvement initiative that seeks to translate the latest knowledge about disease management strategies into the daily life of clients. It creates a platform for delivery of culturally appropriate care including language needs and prescribing practices, which clients can utilize for their optimal recovery.

The San Diego Medication Algorithm Program (SanD/MAP), the local adaptation of TMAP, was introduced at North Central and Southeast Mental Health Centers in December 2002. It has since become an integral part of the rehabilitation services provided in these clinics. The program's success has led to plans for a joint County/private initiative involving East County Mental Health Center, Case Management Services, the San Diego County Psychiatric Hospital, as well as Sharp Grossmont Hospital. The goal of this "first in the nation" partnership is to provide care which is more coordinated and cost effective for clients who utilize both hospital and community services.

Following consultation with Dr. Steven Shon, director of the Texas Department of Mental Health and Mental Retardation, and other architects of TMAP in Texas, San Diego County Adult and Older Adult Mental Health Services agreed

to mentor three other California counties as they implement the program. In collaboration with the California Institute of Mental Health, San Diego San D/MAP representatives are helping Kern, Humboldt and Napa counties develop their own medication algorithm programs. As leaders in this statewide initiative, San Diego representatives have participated in a change management conference and team development meetings to assist them with the expansion of what has come to be known as the California Medication Algorithm Project or CalMAP.

May is Mental Health Month!

Healthy Minds At Work

**53rd National Observance
Emphasizes Importance of
Mental Health in the Workplace**

Untreated and mistreated mental illness at work costs the United States \$105 billion each year in lost productivity alone.

"Caring for mental health should be part of each person's daily routine," said Michael Faenza, National Mental Health Association president and CEO. "A positive work environment can help relieve everyday stresses that affect employees personally and professionally. When mental health is considered, employers see benefits in morale, lower absentee rates, on-the-job concentration and the bottom line."

Mental Health Month was created by the National Mental Health Association, the country's oldest and largest nonprofit organization addressing mental health and mental illness. For more information: www.nmha.org.

Childhood Depression Awareness Day, Children's Mental Health Week and Older Americans' Mental Health Week, are all observed during May.

Tid Bytes - Information Technology Division

Did you know... Quick Tips are available for MS Outlook, Word, Excel, WinZip, etc. - check it out! Learn a few 'tricks of the trade' and how to set up shortcuts.

P:\enterprise\QuickTips

South Region

Focusing on Solutions

Countywide Domestic Violence Comprehensive Plan in the Works

Last November, at the recommendation of Supervisor **Pam Slater-Price** and Sheriff William Kolender, the Board of Supervisors directed the Office of Violence Prevention (OVP) to collaborate with the domestic violence community to develop a comprehensive domestic violence plan for San Diego County.

The planning process began with a countywide inventory of domestic violence programs and services currently available to victims and their families. **David Lindsay**, Senior Geographic Information Systems (GIS) Analyst, used the inventory data to create a map showing the distribution of these programs and services across all six HHSA service regions. Lindsay made a second map showing the rates of domestic violence reports in each of the regions. The serv-



ices map was then laid over the reports map to assess whether domestic violence services were located in areas of greatest need. These maps were extremely helpful in identifying gaps in the service delivery system.

Several focus groups were also conducted to gather input about the effectiveness of the domestic violence system, gaps and barriers in the system, and strategies for improving the system. The focus groups included participants representing the six HHSA regions, special populations (e.g., immigrants, refugees, hearing impaired, visually impaired, etc.) and the many systems that address domestic violence (family services, law enforcement, judicial, medical services, batterers' treatment, and men's rights groups).

Confidential interviews with domestic violence survivors were also conducted.

The results of these assessments, including recommendations for action to address identified gaps in the domestic violence service delivery system, were submitted in a report to the Board of Supervisors this month.

HHSA Overview - Mental Health - [hyperlinked!](#)

Each month, the *HHSA Connection* will feature the services of the Agency's different divisions, to provide a broad overview of the Agency. Here, the series continues with Mental Health.

The County of San Diego Mental Health Services (MHS) provides mental health and related supportive services to people who are experiencing a mental health crisis or who have a primary diagnosis of persistent and severe mental illness.

MHS operates as a collaboration of public and private partnerships, children, adults and family members. Guided by a welcoming policy of "No Wrong Door" for access to needed services, it is responsive to new initiatives and clinical practices as well as to the needs of participants.

MHS Administration is responsible for the oversight, planning and program development for the public mental health. Administrative functions include: quality assurance, grievance and complaint procedures, billing and claiming procedures, coordination of medical record services, and contract administration. San Diego County maintains medical records for a minimum of 10 years.

In December 2002, HHSA began implementation of the Dual Diagnosis Initiative model in all three divisions of behavioral health service delivery (Adult/Older Adult Mental Health Services, Children's Mental Health Services, and Alcohol and Drug Services).

Emphasis is on a Wraparound or Biopsychosocial Rehabilitation (BPSR) approach. This wellness-oriented approach empowers individuals to manage the symptoms of their disorder, acquire and maintain the skills and resources to live successfully in the community, to pursue their personal goals and to recognize and celebrate their individual strengths.

MHS manages services that are provided by County-operated programs and the Systems of Care (SOC) Program directs and coordinates mental health services through contracts with organizational and individual fee-for-service providers.

To learn more about SOC, visit the San Diego Network of Care for Mental Health website. For specific program questions, contact:

- Systems of Care and BPSR (619) 563-2763
- Children's Wraparound (619) 563-2769

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San Diego County Health and Human Services Administration (HHSA) is evolving toward a behavioral health continuum of services aimed at providing an array of Mental Health and Alcohol and Drug services that include prevention, treatment and interventions that promote recovery and quality of life in the community.

The Mental Health section on the San Diego County HHSA website contains descriptions of department functions and services.

<http://www2.sdcountry.ca.gov/hhsa/programs/services.asp>

The San Diego Network of Care for Mental Health website is a valuable resource for mental health. It offers specific mental health-oriented information, including: a medical library, legislation, advocacy, housing, news articles, and links to related sites. Visitors can locate programs, services and facilities in their own community as well as mental health information at the state and national level.

www.sandiego.networkofcare.org/mh

Adult/Older Adult Mental Health

Services (AOA MHS) serves those age 18 and older. It offers a wide variety of treatment, rehabilitation and recovery services including case management, outpatient, medication management, crisis intervention, vocational and socialization residential services, homeless programs, housing and transportation assistance. The culturally competent mental health services are client-centered, community-based and integrated with related services. In addition to County-operated programs, AOA MHS contracts with more than 85 providers for mental health services throughout the county. For a listing see the San Diego Network of Care website.

Children's Mental Health Services

(CMHS) serves those up to 18, as well as youths aged 18-22 transitioning to Adult Mental Health programs, and their families. Through community-based efforts, CMHS has become a family-focused system for delivering mental health services to children. Through the values and principles of System of Care collaboration and partnership of public, private and family organizations, CMHS provides services in outpatient care, day treatment and case management. It offers Special Education services and Therapeutic Behavioral Service (TBS). The Family/Youth-Professional Partnership has been a key principle in treatment planning, program and policy development.

Special Education Services is a state-mandated program serving children 3-22 years of age who require mental health services to benefit from their education. MHS conducts an assessment and may recommend outpatient care or day treatment. (619) 758-6227.

TBS provides short-term one-to-one interventions targeted at changing specific behaviors such as those characterized by severe emotional disturbance as well as substance abuse behavior. TBS serves clients up to age 21 and serves more than 300 children annually. (619) 584-5013.

MHS offers a variety of other specialized services:

Emergency and Crisis Mental Health Services:

Access and Crisis Line 1(800) 479-3339 is a 24/7 hotline. It provides crisis intervention, information and referral to mental health services. Verbal language interpretation is available. For the hearing impaired, use TDD (619) 641-6992.

Walk-in emergency mental health services are available through the San Diego County Emergency Psychiatric Unit (619) 692-8200.

Hospital services are available when assessed as medically necessary, at the San Diego County Psychiatric Emergency Unit, or hospital emergency rooms.

Pharmacy Services are available for eligible mental health and public health patients within the County System of Care.

Forensic Services are court ordered psychiatric and psychological evaluations and court ordered outpatient treatment and supervision which are provided to those involved in the legal

system and who are without other resources to secure such services. MHS also provides counseling and medication support services for those who reside in correctional facilities and detention centers.

For further information, contact:

Adult Forensic Services:

(619) 531-3065

Juvenile Forensic Services:

(858) 694-4680

Conservatorship Services are provided by court order to help persons gravely disabled by mental illness, who are unable to meet their own food, clothing and shelter needs. (619) 692-5664

Crisis Counseling for Fire Victims.

Through December 2004, trained staff is available through the Wildfire Recovery Project to help groups and individuals experiencing stress reactions related to the wildfires in San Diego County.

East & Ramona regions

(619) 295-6062

North County and Central regions

(760) 432-8097



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Health and Human Services Agency

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your right...and your
responsibility...***